

From: Philip Schiller [REDACTED]
Received(Date): Fri, 26 Jun 2020 16:29:45 -0700
Subject: Fwd: Apple Support denying clear cut refund case
To: Matt Fischer [REDACTED], Ann Thai [REDACTED]
Bcc: Philip Schiller [REDACTED]
Date: Fri, 26 Jun 2020 16:29:45 -0700

FYI

Begin forwarded message:

From: Andreas Papathanasis [REDACTED]
Subject: Apple Support denying clear cut refund case

Date: June 25, 2020 at 8:33:43 AM PDT

To: [REDACTED]

Resent-From: Office of the CEO [REDACTED]

Resent-To: Phil Schiller [REDACTED]

Hi Tim, one of our customers lost a lot of money when their son with special needs spent uncontrollably in our game on the App Store. I am the developer of the app and for more than 3 weeks now both the customer and myself have been trying to have those purchases refunded with no result. Both Apple customer support and developer support have shown a shocking lack of empathy for this clear cut case and so far refusing the refund, causing significant financial stress to the customer.

The customer's case number with Apple support is 101102173072. Please do the only reasonable thing and intervene to have all the purchases refunded immediately.

As a secondary issue, I respectfully ask you to have your App Store refund processes reviewed and give more control to the developers to give refunds at their discretion. I know Apple wants to protect users from malicious developers, but no malicious developer ever wants to give refunds to their customers. Allowing developers to give refunds at their discretion is customer friendly and industry standard - Apple should allow it too.

I hope you will intervene both in this particular case and to change the app store support rules for similar cases going forward.

Andreas